

5 LEADERSHIP DO'S AND DON'T'S

Do: Provide the example

Don't: Opt for convenience

- Do you hold yourself to a higher standard?
- Have you ever used your position as an excuse for taking the convenient route?
- Do you treat your employees like you want to be treated?

Do: Remain transparent

Don't: Tell half of the story

- Do you operate from a position of transparency or do you tell half the story but act forthright?
- If you can't tell the whole story, do you let people know it?
- Do you have systems in place that support transparency among your team members?

Do: Explore intentions

Don't: Assume intentions

- Do you try to understand your employees' intentions as opposed to assuming them?
- When you are addressing a difficult issue, do you declare your intent upfront so people understand why you are doing what you are doing?

Do: Be responsible

Don't: Avoid ownership

- How well did you own the last result, project or initiative that unraveled under your stewardship?
- When something falls apart do you own the problem, the solution, and the lessons learned?
- Do you focus on fixing the blame or fixing the problem?

Do: Recognize that low trust has a long tail

Don't: Assume all is easily forgotten

- Are there any damaged relationships you should work to heal?
- Do you actively work to build trust with your coworkers?
- What's one trust-building action you could take today?

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